

**CITY OF FORT LAUDERDALE
PUBLIC SERVICES SURVEY
NOVEMBER 2002**

Zip Code

| Response | Number | Percent |
|-----------------|---------------|----------------|
| 33301 | 23 | 5.8 |
| 33304 | 36 | 9.0 |
| 33305 | 14 | 3.5 |
| 33306 | 13 | 3.2 |
| 33308 | 113 | 28.3 |
| 33309 | 15 | 3.7 |
| 33311 | 50 | 12.5 |
| 33312 | 45 | 11.3 |
| 33315 | 44 | 11.0 |
| 33316 | 33 | 8.2 |
| 33334 | 14 | 3.5 |
| Total | 400 | 100.0 |

1.1 Are you satisfied with the taste of the drinking water?

| Response | Number | Percent |
|-------------------|---------------|----------------|
| Yes | 316 | 79.0 |
| No | 81 | 20.3 |
| Don=t know | 3 | 0.7 |
| Total | 400 | 100.0 |

1.1a If dissatisfied, why do you feel that way?

| | |
|-------------------|----|
| Bad taste | 55 |
| Use bottled water | 16 |
| Chemical taste | 15 |
| Tastes unsafe | 3 |
| Chalky | 2 |

1.2 Are you satisfied with the color of the drinking water?

| Response | Number | Percent |
|-------------------|---------------|----------------|
| Yes | 340 | 85.0 |
| No | 51 | 12.8 |
| Don=t know | 9 | 2.2 |
| Total | 400 | 100.0 |

1.2a If dissatisfied, why do you feel that way?

| | |
|--------------------|----|
| Dirty/cloudy | 25 |
| Brown/yellow color | 12 |
| Ugly color | 6 |
| Blue/green | 2 |

1.3 Do you feel that the drinking water is safe?

| Response | Number | Percent |
|-------------------|---------------|----------------|
| Yes | 327 | 81.8 |
| No | 43 | 10.7 |
| Don=t know | 30 | 7.5 |

| | | |
|--------------|------------|--------------|
| Total | 400 | 100.0 |
|--------------|------------|--------------|

1.3a If no, why do you feel that way?

| | |
|--------------------|---|
| Don=t trust it | 8 |
| Particles in water | 5 |
| Taste | 4 |
| Word of mouth | 4 |
| Color | 3 |
| Smell | 3 |
| Not pure | 1 |
| Tested it | 1 |

1.4 Overall, how satisfied are you with the quality of the City=s drinking water?

| Response | Number | Percent |
|------------------------------|---------------|----------------|
| Very satisfied | 216 | 54.0 |
| Somewhat satisfied | 125 | 31.3 |
| Somewhat dissatisfied | 37 | 9.2 |
| Very dissatisfied | 22 | 5.5 |
| Total | 400 | 100.0 |

1.4a If dissatisfied, why do you feel that way?

| | |
|---------------------|----|
| Don=t trust it | 18 |
| Taste | 15 |
| Likes bottled water | 5 |
| Color | 4 |
| Ruins clothes | 2 |

1.5 Do you feel that you are paying a reasonable price for drinking water?

| Response | Number | Percent |
|-------------------|---------------|----------------|
| Yes | 332 | 83.0 |
| No | 33 | 8.3 |
| Don=t know | 35 | 8.7 |
| Total | 400 | 100.0 |

1.5a If no, why do you feel that way?

| | |
|----------------|----|
| Too much money | 26 |
| Don=t use it | 2 |
| Bad quality | 2 |

2.1 Have you ever experienced disruptions in water service?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Often | 1 | 0.3 |
| Seldom | 119 | 29.7 |
| Never | 280 | 70.0 |
| Total | 400 | 100.0 |

2.2 Have you ever had an occasion to contact the City to report a service problem, such as a water leak or sewer backup?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 52 | 13.0 |
| No | 348 | 87.0 |
| Total | 400 | 100.0 |

2.2a Were you treated in a professional manner?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 48 | 92.3 |
| No | 4 | 7.7 |
| Total | 52 | 100.0 |

2.2b Was the concern addressed in a timely manner?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 48 | 92.3 |
| No | 4 | 7.7 |
| Total | 52 | 100.0 |

2.2c Was the concern resolved to your satisfaction?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 42 | 80.8 |
| No | 10 | 19.2 |
| Total | 52 | 100.0 |

2.3 Have you ever had an occasion to contact the City to inquire about your water bill/account?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 63 | 15.8 |
| No | 337 | 84.2 |
| Total | 400 | 100.0 |

2.3a Were you treated in a professional manner?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 60 | 95.2 |
| No | 3 | 4.8 |
| Total | 63 | 100.0 |

2.3b Was the concern addressed in a timely manner?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 58 | 92.1 |
| No | 5 | 7.9 |
| Total | 63 | 100.0 |

2.3c Was the concern resolved to your satisfaction?

| Response | Number | Percent |
|-----------------|---------------|----------------|
| Yes | 51 | 80.9 |
| No | 12 | 19.1 |
| Total | 63 | 100.0 |

2.4 How satisfied are you with the storm water drainage service ?

| Response | Number | Percent |
|-----------------------|--------|---------|
| Very satisfied | 173 | 43.3 |
| Somewhat satisfied | 179 | 44.7 |
| Somewhat dissatisfied | 9 | 2.3 |
| Very dissatisfied | 16 | 4.0 |
| No Answer | 23 | 5.7 |
| Total | 400 | 100.0 |

2.4a If dissatisfied, why do you feel that way?

| | |
|------------------|----|
| Always floods | 21 |
| Many problems | 2 |
| Need more drains | 1 |

Of those respondents who receive sewer services from the City:

2.5 How satisfied are you with the City's wastewater services (sewer)?

(Those people not receiving wastewater services from Fort Lauderdale were excluded from responding to this question. A total of 51 (12.3%) fell into this category. The following tabulation reflects only the 349 households who do receive City wastewater service.)

| Response | Number | Percent |
|-----------------------|--------|---------|
| Very satisfied | 197 | 56.4 |
| Somewhat satisfied | 149 | 42.7 |
| Somewhat dissatisfied | 2 | 0.6 |
| Very dissatisfied | 1 | 0.3 |
| Total | 349 | 100.0 |

2.5a If dissatisfied, why do you feel that way?

Backs up

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